

**Subject: Complaints handling procedure**

To: info@hukseflux.com

## Complaints procedure

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*Hukseflux aims to deliver the highest quality products and services to its customers, and values its relationship with customers, distributors, suppliers and other stakeholders. Hukseflux' quality management system is ISO 9001:2015 certified. Our company is committed to customer satisfaction and continuous improvement. In case anyone is dissatisfied with a Hukseflux product or service, or with the conduct of our organisation, they should file a complaint with us. We will then do our utmost to offer a suitable solution and resolve the complaint. The table below describes our complaints handling procedure; the process to receive and evaluate a complaint, to make decisions on such a complaint and to report to the complainant.*

<b>COMPLAINTS HANDLING PROCEDURE</b>	
Filing	Complainant sends his / her complaint via e-mail to Hukseflux, with an accurate description of the complaint, and, if applicable, details of goods (product, model, serial number) and / or services supplied to the customer. The e-mail should be sent to info@hukseflux.com.
Intake and registration	Hukseflux receives and registers the complaint, and assigns a unique complaint number.
Notification	Hukseflux informs complainant about the receipt and registration of the complaint.
RMA	If the complaint requires products to be returned (for instance for diagnosis and / or repair), the RMA procedure needs to be followed. Materials, i.e. products or parts of products, may only be sent to Hukseflux after obtaining a Return Materials Authorisation and the accompanying RMA number. To obtain such authorisation, confirmed by issue of the RMA number, please complete the RMA customer service request form.
Investigation	Hukseflux investigates and handles the complaint according to ISO 9001:2015 section 10.2 Nonconformity and corrective action.
Progress update	Hukseflux informs complainant via e-mail on the progress of the complaint handling with the findings and the proposed solution.
Acceptance	Complainant reacts to findings and proposed solution.
Correction / corrective action	Hukseflux manages the solution.
Reporting	Hukseflux informs complainant on the solution and on the end of the complaint handling.
Closing	Hukseflux closes the complaint.